



STATE OF TENNESSEE

Incident Reporting for Private Providers

02/2017

What is an Incident?

- Any event affecting a child or a program's operation that is potentially of serious consequence is considered an incident.
- All incidents will be reported in TFACTS by DCS staff or Contract Agency staff in accordance with DCS Policy 1.4.

Why do we need to report incidents?

- Best practice and program fidelity compel DCS and DCS Contract Agencies to record and track incidents for the children/youth they serve.
- Tracking incidents provides agencies and the Department with both quantitative and qualitative data to monitor and support program efficacy.



Who enters IRs?

All DCS staff, Contract Agency staff, and/or Youth Development Centers (YDCs) have responsibility to ensure incidents are entered in TFACTS.

Who enters IRs?

DCS

- Family Service Workers will submit IR's on children/youth that are in the care and control of their birth parents or legal guardians, to include children/youth on home visits/passes.

Who enters IRs?

- DCS Resource Parent Support Staff will submit IR's on children/youth that are in the care and control of DCS Resource Parents.
- DCS YDC's will submit IR's on children/youth that are in the care and control of DCS YDCs.

Who enters IRs?

Contract Agencies

- Contract Agency Staff will submit IR's on children/youth that are in the care and control of the Contract Agency. This includes resource home placements, continuum placements, congregate care placements, and detention placements

Incident Types

The following Incident Types are available to all placement types:

- Abduction
- Arrest/Police Involvement with child or youth
- Assault
- Contraband
- Emergency Medical Treatment
- Emergency Use of Psychotropic Medication(s)
- Major Event at Agency
- Mechanical Restraint
- Medication Error
- Mental Health Crisis
- Physical Restraint
- Property
- Runaway/Escape
- Seclusion
- Sexual Abuse
- Sexual Harassment

Incident Types continued...

The following incident types are only available to YDC and Detention Center placements:

- ▣ Confinement
- ▣ Search
- ▣ Security Breach
- ▣ Use of Chemical Defense Spray

Incident Sub-Types

- In addition to incident types, some incidents have sub-types. In addition, some sub-types may also have sub-type. As a result, there may be up to 3 sub-types for an incident.
- For example:
 - An incident type of “assault” has a sub-type 1 of “assault – youth on youth”, sub-type 2 of “with injury”, and sub-type 3 of “without use of weapon”.

Responders

- Once an IR is submitted, TFACTS will make a determination of one of the two following situations:
 - Severity Level 1 (S1) – Closed
 - Severity Level 2 (S2) – Submitted
- Responder Groups review S2 IRs
 - Policy
 - Best practice standards

Abduction

- A child/youth is taken from a placement by unauthorized individuals (e.g., alleged perpetrators of abuse, non-custodial parents or relatives, etc.).
- There are no sub-types associated with this incident type.
- This incident type should not be confused with incidents of runaway.
- Responder group for this incident type – **Regional Administrators**

Arrest/Police Involvement with Child/Youth

- A child/youth that is either arrested while in the custody of DCS and the arrest has been confirmed by a law enforcement agency; or
- A child/youth is involved in direct contact with a law enforcement agency and they are not arrested.
- Responder group for this incident type – **Regional Responders/Central Office Juvenile Justice**

Arrest/Police Involvement with Child/Youth: Subtypes

- Child/youth arrested
- Child/youth police involvement, no arrest

Assault

- An assault is a willful and malicious attack by a child/youth on another person (this does not include “horseplay”).
- Assault by youth on staff is when a youth in DCS custody physically attacks a staff member and the assault may or may not require medical attention.
- A physical fight between youth is the willful participation between two or more youth in a physical altercation.
- Responder group for this incident type – **Regional Responders/Central Office Juvenile Justice**

Assault: Subtypes

Incident	Sub-Type 1	Sub-Type 2	Sub-Type 3
Assault	Assault – Youth on Youth		
	Assault – Youth on Staff		
	Physical fight btwn youth		
		with injury	with use of weapon
		without injury	without use of weapon

Contraband

- Any item possessed by an individual or found within the facility that is illegal by law or that is expressly prohibited by those legally charged with the responsibility for the administration and operation of the facility or program and is rationally related to legitimate security, safety or treatment concerns.
- Responder group for this incident type – **Regional Responders/Central Office Juvenile Justice**

Contraband: Subtypes

- Tobacco
- Alcohol
- Illegal Drugs
- Prescription Drugs
- Drug Paraphernalia
- Weapon
- Other (specify)
- Use of Drug(s)/Intoxicants*

***This sub-type is only an option for YDCs and Detention Centers**

Emergency Medical Treatment

- A child/youth is injured or suffered an illness that requires emergency medical attention.
- All IR's that have a sub-type of "with injury" will require this incident type to be completed before you are able to submit the IR.
- Responder group for this incident type –
Nurses



Emergency Medical Treatment: Subtypes

Incident	Sub-Type 1	Sub-Type 2
ER Medical Treatment	Injury – Accidental	
	Injury – Non-accidental	
	Illness – Ongoing	
	Illness – Sudden Onset	Hospitalization
		Outside Medical Clinic eval/treated & released
		Agency medical staff eval/treated & released
		Contact w/PCP prior to ER visit (eval/treated & released)
		No Contact w/PCP prior to ER visit (eval/treated & released)

Clarification: This is an unplanned emergency event. A scheduled surgery would not be considered emergency medical treatment.

Emergency Use of Psychotropic Medication(s)

- An emergency one-time dose of a psychotropic medication in the event of a psychiatric emergency when all other measures have been determined unlikely to prevent the child/youth from imminent harm to self and/or others.
- Responder group for this incident type – **Nurses**



Emergency Use of Psychotropic Medication(s): Subtypes

Sub-types 1

- *Acute psychotic episode*
- *Acute behavioral outburst*
- *Seclusion and restraint*
- *Other (detail below)*

Sub-types 2

- *Oral medication (list medication name and dose below)*
- *Injection (list medication name and dose below)*

Major Event at Agency

- An event at a **congregate care** location causing a significant disruption to the overall functioning of the program **AND** necessitates notifying an emergency official. This event affects all, or nearly all, of the children and staff at the location (e.g., riot, fire, flood, etc.).
- Disturbance is the disruption to the overall functioning of the program **AND** necessitates notifying an emergency official.
- Responder group for this incident type – **Network Development; Central Office Juvenile Justice; Detention Responder**



Major Event at Agency: Subtypes

Incident	Sub-Type 1	Sub-Type 2
Major Event at Agency	Youth Disturbance	Riot w/ police involvement
		Other (explain in narrative)
	Fire	
	Evacuation	
	Other	
	Physical Plant Issues	
	Bomb Threat	

Clarification: Not to be confused with incidents that have child/youth specific police involvement. Also, not to be confused with property damage that does not disrupt the overall functioning of the program.

Mechanical Restraint

- The application of a mechanical device, material, or equipment attached or adjacent to the child/youth's body, including ambulatory restraints, which the child/youth cannot easily remove and that restrict freedom of movement or normal access to the child/youth's body.
- Responder group for this incident type – **Psychologists**

Mechanical Restraint: Subtypes

Sub-Types 1

Security and Control

Psychiatric Crisis

Sub-Types 2

Duration 0-14 min

Duration 15-30 min

Duration over 30 min

Sub-Types 3

with injury

without injury

Sub-Types 1

Transportation

Sub-types 2

with injury

without injury

Medication Error

- A medication error is when a medication is not administered according to the prescribing provider and/or according to DCS policies and procedures.
- Responder group for this incident type – **Nurses**



Medication Error: Subtypes

Incident	Sub-Type 1	Sub-Type 2
Medication Error	No Harm	
	Increased monitoring, no harm	
	Medical treatment/hospitalization, potential temporary or permanent harm	
		Medication unavailable at placement
		Medication unavailable during pass
		Failed to administer medication at placement
		Failed to administer medication during pass
		Child/youth refused medication for at least 48 hrs.
		Child youth hid (cheeked) medication
		Wrong dose
		Wrong medication
		Wrong time
		Expired medication
		No informed consent
		Child admitted w/o medication

Clarification: Refer to Provider Policy Manual for more information on medication refusals.



***Only submit one IR when it is discovered, after the fact, that multiple medication errors have occurred on consecutive days.**

Mental Health Crisis

- A child/youth is engaged in or experiencing self-injurious behavior, suicidal ideation or behavior, homicidal ideation or behavior, or acute psychotic episode.
- Responder group for this incident type – **Psychologists**

Mental Health Crisis: Subtypes

Sub-Types 1

- Mobile crisis phone
- Mobile crisis face to face
- ER staff – non-mobile crisis
- Intervention by in-house agency clinician/therapist
- Hospitalization for acute psychiatric reasons

Sub-Types 2

- ER eval/treated & released
- Hospitalization for medical reasons (put hospital name below)
- Agency medical staff eval/treated & released
- Outside medical clinical eval/treated & released
- Active suicide watch*

***This sub-type is only an option for YDCs and Detention Centers**

Physical Restraint

- The use of body contact by staff with a child/youth to restrict freedom of movement or normal access to his or her body.
- Responder group for this incident type – **Psychologists**

Physical Restraint: Subtypes

Incident	Sub-Type 1	Sub-Type 2
Physical Restraint	Duration 0-14 min	
	Duration 15-30 min	
	Duration over 30 min	
		With injury
		Without injury

Runaway/Escape

- A child/youth who is away from home, residence, or any other residential placement of the child/youth's parent, guardian, or other legal custodian (DCS) without their consent.
- Escape is defined as a youth who leaves the grounds of a YDC without permission or who leaves the care and custody of those transporting them off campus without permission.
- Responder group for this incident type – **Regional Absconder Group**



Runaway/Escape: Subtypes

Sub-Types 1

- Ran from agency personnel
- Ran from school/pass

Sub-Types 2

- Child returned
- Child has not returned

Seclusion

- Seclusion - the confinement of a child/youth alone in a room or an area where the child/youth is physically prevented from leaving. This definition is not limited to instances in which a child/youth is confined by a locked or closed door.
- Responder group for this incident type – **Psychologists**

Seclusion: Subtypes

Incident	Sub-Type 1
Seclusion	Duration 0-30 min
	Duration 31-60 min
	Duration over 60 min (detail below)

Sexual Abuse

- Sexual abuse of a student by another student, or by a staff member, contractor, or volunteer includes any of the following acts, with or without consent of the student:
 - a) Contact, penetration, any other intentional touching that is unrelated to official duties or where the staff member, contractor, or volunteer has the intent to abuse, arouse, or gratify sexual desire.
 - b) Any attempt, threat, or request by a staff member, contractor, or volunteer to engage in the activities described in a).
 - c) Any display by a staff member, contractor, or volunteer of his or her uncovered genitalia, buttocks, or breast in the presence of a student.
 - d) Voyeurism by a staff member, contractor, or volunteer.
- Responder group for this incident type – **PREA Coordinator**

Sexual Abuse: Subtypes

Sub-Types 1

- Youth on Youth
- Staff on Youth

Sub-Types 2

- With Injury
- Without Injury

DCS Policy 18.8

Prison Rape Elimination Act (PREA)

Please add in the narrative any information how policy was adhered to.

Sexual Harassment

- Repeated and unwelcome sexual advances, requests for sexual favors, or verbal comments, gestures, or actions of a derogatory or offensive sexual nature by one student directed toward another student, or to a student by a staff member, contractor, or volunteer.
- Responder group for this incident type – **PREA Coordinator**

Sexual Harassment: Subtypes

Sub-Types

- Youth on Youth
- Staff on Youth

DCS Policy 18.8

Prison Rape Elimination Act (PREA)

Please add in the narrative any information how policy was adhered to.

Property



- Any state property that is lost, stolen, missing or damaged with or without intent.
- Any personal property that is damaged, missing or stolen while the owner is in the performance of their duties for the State or on State property.
- Responder group for this incident type –
Central Office Juvenile Justice; Detention

Property: Subtypes

Sub-types

- Destruction/Damage/Stolen/Missing Personal Property
- Destruction/Damage/Stolen/Missing Agency Property
- Destruction/Damage/Stolen/ Missing State Property
- Arson
- Theft

Confinement*

- **Protective custody**

- is when a youth voluntarily requests to be placed in confinement due to a legitimate fear for his/her safety.

- **Emergency confinement**

- is when a youth advocates to other youth that they act in a concerted effort and there is clear and present danger that actions would cause harm to other youth/staff; take control of any part of the institution; or cause destruction of property which may significantly alter the living conditions of other youth or jeopardize the security of the facility.

Confinement* Subtypes

Incident	Sub-Type 1	Sub-Type 2
Confinement		
	Protective Custody	Less than 120 hours
		Over 120 hours
	Emergency	Less than 24 hours
		Over 24 hours



*This incident type is only available to YDCs & Detention Centers.

Search*

- A strip search is a visual inspection of the youth's body.
- A body cavity search is an in-depth search of a youth's body only by medical, or health care, personnel when probable cause exists that contraband is concealed within a body cavity that would threaten the safety and security of the YDC or its personnel.
- Responder group for this incident type – **Nurses**

***This incident type is only available to YDCs & Detention Centers.**

Search*: Subtypes

Sub-Types

- Strip Search
- Body Cavity

***This incident type is only available to YDCs & Detention Centers.**

Security Breach*

- A violation of established security procedures that occurs either on campus or during the transport of a child/youth that places staff or youth at risk. May also include the loss of security equipment such as keys, restraints, radios, or tools.
- Responder group for this incident type – **Central Office Juvenile Justice; Detention Responder**

*This incident type is only available to YDCs & Detention Centers.



Security Breach*: Subtypes

Sub-Types

- Lost or missing tools/keys
- Other (detail below)

***This incident type is only available to YDCs & Detention Centers.**

Use of Chemical Defense Spray*

- The discharge, either purposeful or accidental, of chemical defense spray assigned to a staff member.
- There are no sub-types associated with this incident type.
- Responder group for this incident type – **Psychologists**

***This incident type is only available to YDCs & Detention Centers.**

When do I enter IR's?

- All significant incidents must be reported to the applicable DCS Family Service Worker, DCS Team Leader and/or After Hours On-call within 24 hours of the incident occurring, or immediately upon notification of the incident. Significant incidents include, but are not limited to the following:
 - Abduction
 - Major Event at Agency
 - Runaway/Escape
 - Serious injury to a child/youth
 - Emergency Use of Psychotropic Medication(s)
 - Restraints (all, with the exception of the use of mechanical restraints in routine transports)
 - Sexual Abuse as defined in Policy 18.8 (PREA)
 - Any incident that results in injury or hospitalization of child/youth

When do I enter IR's? continued...

- All incidents are to be documented in the appropriate incident reporting screens in ***TFACTS*** within five (5) business days of the incident occurring, or immediately upon notification of the incident.



Incident Debriefing

Incidents must be debriefed within **24 hours** of the incident, or immediately upon notification of the incident.

➤ Exception: The use of mechanical restraints in routine transports

- DCS Staff must complete Form **CS-0890, Incident Debriefing** to document the debriefing.
- Contract Provider Agencies, to include Detention Centers, have the option to use Form **CS0890, Incident Debriefing** to document the debriefing, or their agency's equivalent form.

Abuse or Neglect

- **ALL** allegations of abuse or neglect are to be called into the Child Abuse Hotline (1-877-237-0004).
- There is not an incident type of abuse or neglect in the IR system in TFACTS.
- This does not mean that an incident does not need to be entered if there are allegations of abuse or neglect.
- Remember to have the Intake ID # when entering an IR if an allegation is called in. It is required when entering an IR.

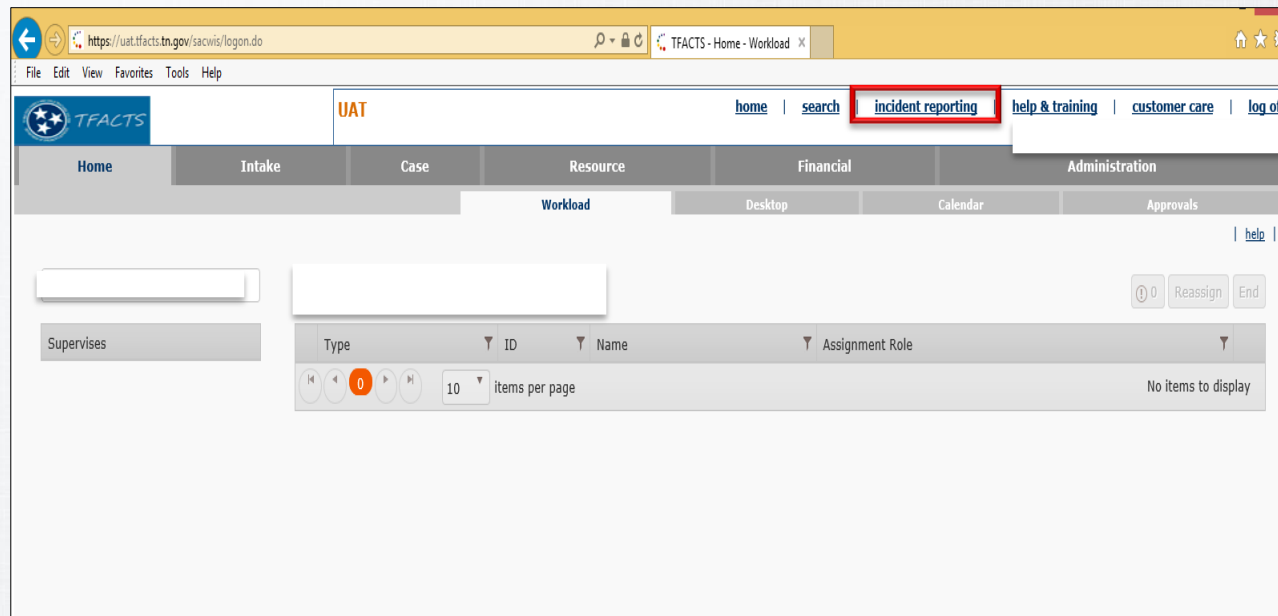


INCIDENT REPORTING FOR PRIVATE PROVIDER STAFF

Entering into TFACTS

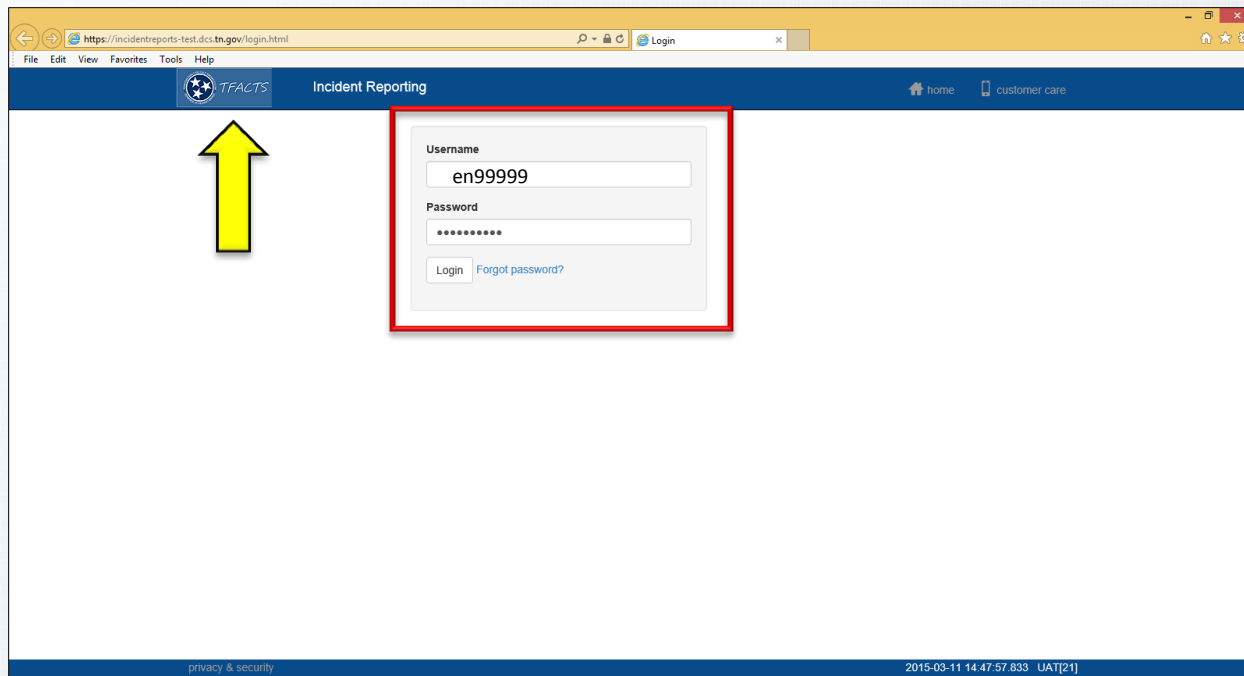
Navigating to the Incident Screen

- Navigate to the Incident Reporting screen by clicking on the incident reporting link at the top of any TFACTS screen.



Logging on to the Incident Screen

- The new Incident Reporting screen will require the user to log in using their en number and password.
- **A+ Tip: Clicking the TFACTS emblem will return you to Production TFACTS**



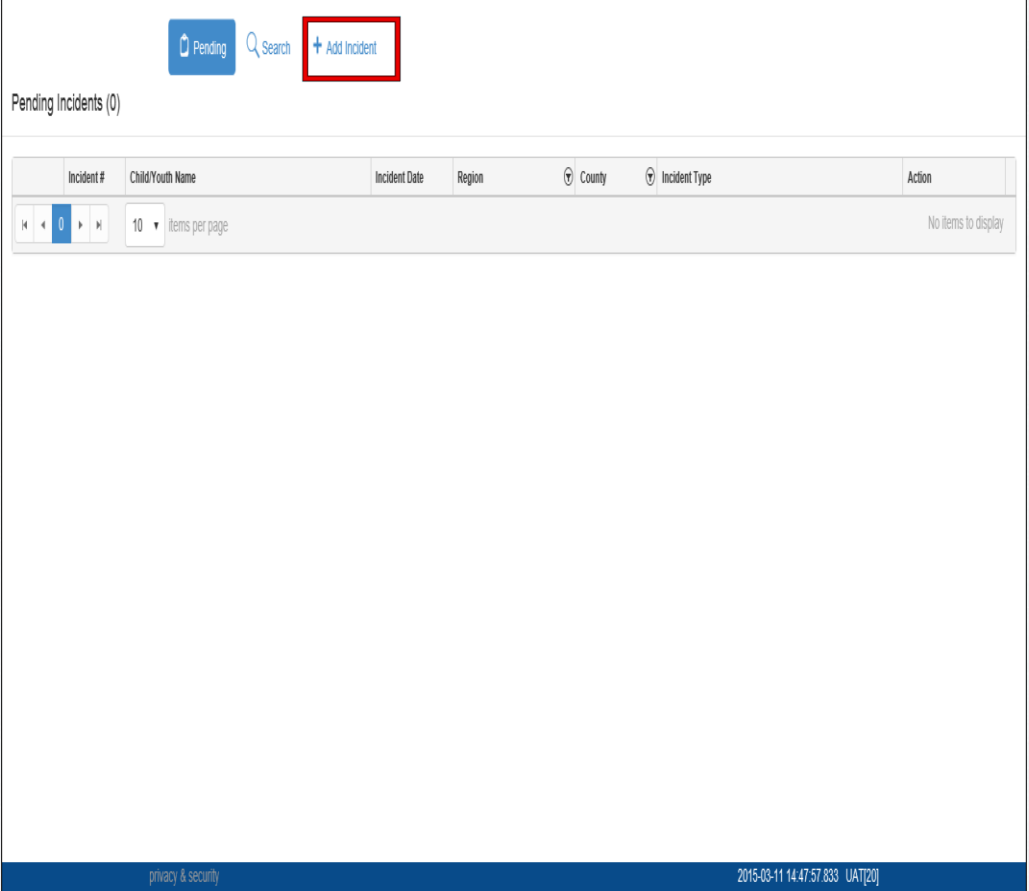
The screenshot shows a web browser window with the URL <https://incidentreports-test.dcs.tn.gov/login.html>. The page has a blue header with the TFACTS logo and the text "Incident Reporting". A yellow arrow points to the TFACTS logo. Below the header, there is a login form with the following fields and links:

- Username:
- Password:
- Login: [Login](#)
- [Forgot password?](#)

The footer of the page contains the text "privacy & security" and "2015-03-11 14:47:57.833 UAT[21]".

Adding an Incident

- From the Incident Reporting screen click **Add Incident**
- **Note:** Utilize the **Search** criteria to locate Incidents already in the system.
- **Note:** Incidents that you have initiated but have not been submitted will appear under **Pending Incidents** at the bottom of the screen.



The screenshot displays the 'Pending Incidents' section of a web application. At the top, there are three buttons: 'Pending' (blue), 'Search' (light blue with a magnifying glass icon), and 'Add Incident' (blue with a plus icon). The 'Add Incident' button is highlighted with a red rectangular box. Below these buttons, the text 'Pending Incidents (0)' is displayed. A table with the following columns is shown: Incident #, Child/Youth Name, Incident Date, Region, County (with a dropdown arrow), Incident Type (with a dropdown arrow), and Action. Below the table header, there is a pagination bar with navigation arrows, a page number '0', a dropdown for '10' items per page, and the text 'No items to display'. At the bottom of the page, there is a dark blue footer bar containing the text 'privacy & security' on the left and '2015-03-11 14:47:57 833 UAT[20]' on the right.

Entering Incident Information

- On the **Incident Information** tab enter all applicable information.
- Click **Apply**.
- Note: The Apply, Save, and Cancel buttons will function in the same manner as currently in TFACTS.

The screenshot displays the 'Incident Information' form in the TFACTS system. The 'Incident Information' tab is selected and highlighted with a red box. Below it, the 'CPS Referral' section is also highlighted with a red box. The form contains the following fields and sections:

- Incident Information Tab:** Incident Date (07/01/2015), Incident Time (07:15 PM CT), Incident Description (Incident Description is entered here. If multiple youth are involved, you can use initials, or refer to them as Student 1, etc.), Contact Person Name (Contact Person First and Last Name goes here), Contact Person Phone # ((815)111-1111), Extension (111).
- CPS Referral Section:** Was CPS Referral Made (dropdown menu), Date of Referral (dropdown menu with 'No' and 'Yes' options), CPS Referral #, Time of Referral.
- Resource Information Section:** Placement Service Type, Resource, Incident Location, Incident Sublocation, Offsite Incident, Offsite Location, Addendum Exists (No).
- Buttons:** Apply, Save, Cancel.

CPS Referral Box

Note:

- Was CPS Referral Made: If this is answered Yes, the system will require the referral #.
- Click Apply

The screenshot shows a web form titled "CPS Referral Box" with several sections and fields:

- Incident Information** (highlighted with a red box):
 - Incident Date: 07/01/2015
 - Incident Time: 07:15, PM (selected), CT
 - Incident Description: Incident Description is entered here. If multiple youth are involved, you can use initials, or refer to them as Student 1, etc.
 - Contact Person Name: Contact Person First and Last Name goes here
 - Contact Person Phone #: (815)111-1111
 - Extension: 111
- CPS Referral** (highlighted with a red box):
 - Was CPS Referral Made: [Dropdown menu]
 - Date of Referral: [Dropdown menu with "No" and "Yes" options]
 - CPS Referral #: [Text input field, highlighted with a red box]
 - Time of Referral: [Text input field]
- Resource Information**:
 - Placement Service Type: [Text input field]
 - Resource: [Text input field]
 - Link Resource: [Button]
 - Incident Location: [Dropdown menu]
 - Incident Sublocation: [Dropdown menu]
 - Offsite Incident: [Dropdown menu]
 - Offsite Location: [Text input field]
 - Addendum Exists: No
- Buttons** (at the bottom):
 - Apply (highlighted with a red box)
 - Save
 - Cancel

Entering Incident Information

Note:

- The user will be required to confirm the CPS Intake information.
- Click OK if the information is correct.
- Click Cancel to go to the previous screen to correct if the Confirmation data is incorrect.

The screenshot shows a web form titled "CPS Referral". The form contains several fields: "Was CPS Referral Made:" with a "Yes" button, "Date of Referral:", "Resource:" with the value "Wilder Youth", "Incident Location:", "Offsite Incident:", "Offsite Location:", and "Addendum Exists:" with the value "No". A modal dialog box titled "Confirmaiton" (sic) is overlaid on the form. The dialog box contains the text "CPS Intake ID", "Intake Date/Time", "Intake Participants", and the question "Are you sure this is the correct Intake?". At the bottom of the dialog box are "OK" and "Cancel" buttons.

Entering Incident Information

- The incident is now in **Pending** status.
- The user now has an **Incident #**, **Link Resource** button, and a **Submit** button.
- Click the **Link Resource** button to begin a Resource Search.

Success
• Your data has been saved.

Incident Information Child/Youth Involved Resource Member/Staff Involved Incident Factors

Incident #: 381144 Incident Status: Pending

Incident Date: 07/01/2015 Incident Time: 07:15 PM CT

Incident Description: Incident Description is entered here. If multiple youth are involved, you can use initials, or refer to them as Student 1, etc.

Contact Person Name: Contact Person First and Last Name goes here

Contact Person Phone #: (615)111-1111 Extension: 111

CPS Referral

Was CPS Referral Made: No CPS Referral #: Date of Referral: Time of Referral:

Resource Information

Placement Service Type: Resource: Link Resource

Incident Location: Incident Sublocation: Offsite Incident: Offsite Location: Addendum Exists: No

Submit

Adding a Resource

- The **Resource Search** screen appears.
- Enter the appropriate criteria for the resource and then click the **Search** button.
- Results will appear at the bottom of the screen.
- Click the **Select** link to choose to choose the resource.

Contact Person Name:

Resource Search

Resource Name:
Organization:
Member Last Name:
Resource Type:
C/OH/SA Status:
Member First Name:
☐ Sounds Like

OR

Resource ID:

+ Advanced Search Criteria

Search

Resource Name/ID	C/OH/SA Status	Resource Type	Resource Sub-Type	Address
select Jane Foster/55555555	Active	DCS Resource Home	Regular	123 Main St. Knox, TN 37921

1 5 items per page 1 - 1 of 1 items

Submit

Apply Save Cancel

Adding a Resource

- The Resource now appears back on the **Incident Information** screen.
- Complete the location drop downs as applicable.
- Click the **Apply** button.

The screenshot shows a web form for incident management. At the top, there are fields for Incident # (381144), Incident Status (Pending), Incident Date (07/01/2015), Incident Time (07:15), and time zone (PM/CT). Below these is a large text area for Incident Description. Further down are fields for Contact Person Name and Contact Person Phone #. A section titled 'CPS Referral' contains fields for 'Was CPS Referral Made' (set to No), CPS Referral #, Date of Referral, and Time of Referral. The 'Resource Information' section includes 'Placement Service Type' (set to Resource: Foster, Jane), Incident Location, Incident Sublocation, Offsite Incident, and Offsite Location. At the bottom of this section is a field for 'Addendum Exists' (set to No). A 'Submit' button is located below the 'Addendum Exists' field. At the very bottom of the form, there are three buttons: 'Apply' (highlighted with a red box), 'Save', and 'Cancel'.

Incident #: 381144 Incident Status: Pending

Incident Date: 07/01/2015 Incident Time: 07:15 PM CT

Incident Description: Incident Description is entered here. If multiple youth are involved, you can use initials, or refer to them as Student 1, etc.

Contact Person Name: Contact Person First and Last Name goes here

Contact Person Phone #: (615)111-1111 Extension: 111

CPS Referral

Was CPS Referral Made: No CPS Referral #:

Date of Referral: Time of Referral:

Resource Information

Placement Service Type: Resource: Foster, Jane Link Resource

Incident Location: Incident Sublocation:

Offsite Incident: Offsite Location:

Addendum Exists: No

Submit

Apply Save Cancel

Adding Child(ren)/Youth

- Click the Child/Youth Involved tab and then the Add Child/Youth button to begin entering the child/youth involved in the incident.
- The system displays the child/youth placed at the resource on the day of the incident.
- Check the box next to the child/youth involved in the Incident, then click the Add Child/Youth button.

This screenshot shows the 'Child/Youth Involved' tab selected in a software interface. The tab is highlighted with a red box. Below the tab, there is a table with columns: Child/Youth Name, Person ID, DOB/Age, Gender, Race, Adjudication, Region, County, and Action. The table is currently empty, displaying 'No items to display'. Below the table, there is a search bar labeled 'Search and Add Child/Youth' (highlighted with a red box) and three buttons: 'Apply', 'Save', and 'Cancel'.

This screenshot shows a dialog box titled 'Available Child/Youth'. It contains a table with columns: Name and Person Id. The table lists two entries: 'Grafton, Jake' with Person Id '99999999' and 'Grafton, Jane' with Person Id '88888888'. The first entry is highlighted with a red box. Below the table, there are two buttons: 'Add Child/Youth' (highlighted with a red box) and 'Cancel'.

Adding Child(ren)/Youth

- The child/youth that have been added now appear on the **Child/Youth Involved** tab.
- Click the **details** link for each child/youth involved in the incident.

Success

- Your data has been saved.

Incident Information

Child/Youth Involved

Resource Member/Staff Involved

Incident Factors

	Child/Youth Name	Person ID	DOB/Age	Gender	Race	Adjudication	Region	County	Action
<div>details</div>	Grafton, Jake	99999999	09/18/1997(17)	Male	Black/African American	Dependent/Neglect	Davidson Region	Davidson	<div>delete</div>
<div>details</div>	Grafton, Jane	88888888	11/23/1997(17)	Female	Black/African American, White	Dependent/Neglect	Davidson Region	Davidson	<div>delete</div>

1

10 items per page

1 - 2 of 2 items

Add Child/Youth

Apply

Save

Cancel

Adding Child/Youth Details

- From the **Child/Youth Details** tab, enter the **Incident Type** along with any applicable **Sub-Types**.
- Note:** The Sub-Types available will depend on the Incident Type that is chosen.

The screenshot displays a web form titled 'Child/Youth Details' with a secondary tab 'Runaway/Escape Information'. The 'Incident Types' section contains three dropdown menus: 'Incident Type' (set to 'Medication Error'), 'Incident Sub-Type 1' (set to 'No Harm'), and 'Incident Sub-Type 2' (set to 'Wrong Time'). An 'Add New Incident Type' button is located below these. A list of incident types is shown at the bottom, with 'Wrong Time' selected. To the right, the 'Incident SubType 3' section is empty, displaying 'No items to display'.

Incident Type	Incident Sub-Type 1	Incident Sub-Type 2	Incident SubType 3
Medication Error	No Harm	Wrong Time	

Incident SubType 3: No items to display

Adding Child/Youth Details

- Click the **Add New Incident Type** button after each type/sub-type entered to add it to the **Incident Type** list.

Child/Youth Details Runaway/Escapes Information

Incident Types

Incident Type:

Incident Sub-Type 1:

Incident Sub-Type 2:

Incident Sub-Type 3:

Add New Incident Type

Incident Type	Incident SubType 1	Incident SubType 2	Incident SubType 3	
Medication Error	No Harm	Wrong Time		delete

1 - 1 of 1 items

Optional Narrative:

Clear 3500

Was Family Notified:

Date Notified:

Time Notified:

Apply Save Cancel

Adding Child/Youth Details

- Complete all applicable data in remaining fields and drop downs concerning **Optional Narrative** and **Family Notification**.

Add New Incident Type

Incident Type	Incident SubType 1	Incident SubType 2	Incident SubType 3	
Medication Error	No Harm	Wrong Time		delete

1

10

items per page

1 - 1 of 1 items

Optional Narrative:

Optional Narrative that is specific to this youth will go here.

Clear 3437

Was Family Notified: Yes

Date Notified: 07/01/2015

Time Notified: 08:00 PM CT

Apply

Save

Cancel

Runaway/Escape Information

- If applicable, click the **Runaway/Escape Information** tab.
- Complete all fields and data.
- Click the **Save** button. The **Child/Youth Involved** screen appears.

Note: Remember to complete the details link for all children/youth involved.

The screenshot shows a web form titled "Runaway/Escape Information". At the top, there are two tabs: "Child/Youth Details" and "Runaway/Escape Information", with the latter being selected and highlighted by a red box. The form contains several input fields and sections:

- Date Police Notified:** A text input field with a calendar icon.
- Complaint #:** A text input field.
- Police Department:** A text input field.
- Date Child Listed as a wanted / Missing Person in NCIC:** A text input field with a calendar icon.
- NCIC #:** A text input field.
- Suspected Whereabouts of Child:** A text input field.
- Factors that may place Child at added Risk:** A text input field.
- Additional Safety Risks for Community:** A text input field.
- Does Child have any History of Violence against people:** A dropdown menu.
- Explain:** A text input field.
- Child Employed:** A dropdown menu.
- Employer Name:** A text input field.
- Employer Location:** A text input field.
- Friends and Relatives who last visited Child:** A text input field.

At the bottom of the form, there are three buttons: "Apply", "Save", and "Cancel". The "Save" button is highlighted by a red box.

Adding Resource Members

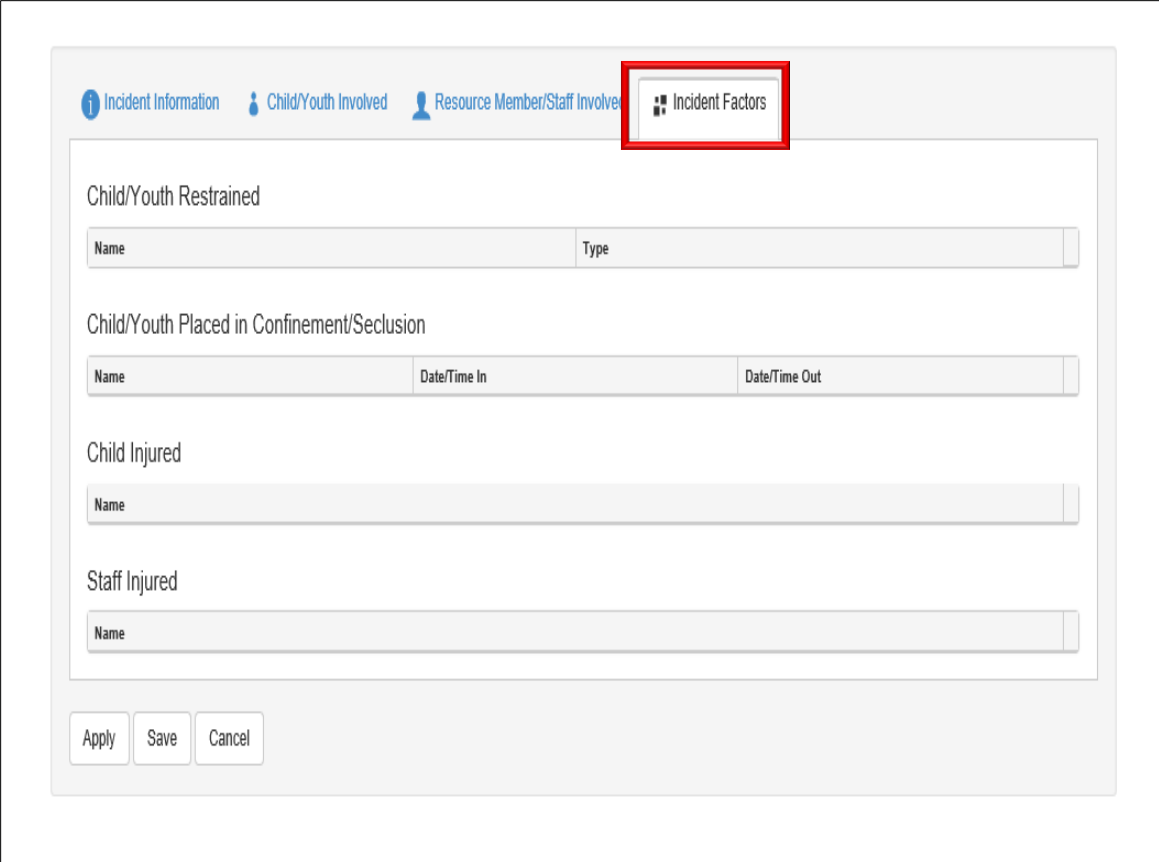
- If applicable, click the **Resource Member/Staff Involved** tab.
- Click the **Add Resource Member/Staff** button.
- Check the box(es) of the Resource Members/Staff involved. Utilize the dropdown to indicate if they were injured.
- Click the **Add Resource Member/Staff** button.

This screenshot shows the 'Resource Member/Staff Involved' tab selected in a software interface. The tab is highlighted with a red box. Below the tab, there is a table with columns: Name, Person Id, Title/Role, Gender, Race, Injured, and Action. The table is currently empty, displaying 'No items to display'. A red box highlights the 'Add Resource Member/Staff' button located below the table. At the bottom of the interface, there are 'Apply', 'Save', and 'Cancel' buttons.

This screenshot shows the 'Add Resource Member/Staff' dialog box. It contains a checkbox labeled 'Staff Member not listed' and a dropdown menu for 'Member/Staff Injured'. Below these, there is a table with columns: Name, DOB, and Member/Staff injured. The table lists three individuals: Climer, Brittany (DOB: 01/17/1989), Climer, Vicky Auda (DOB: 03/05/1988), and Climer, Victoria (DOB: 07/01/2007). The 'Member/Staff injured' column has a dropdown menu for each row. A red box highlights the checkbox for Climer, Brittany, and another red box highlights the dropdown menu for Climer, Victoria. At the bottom of the dialog, there are 'Add Resource Member/Staff' and 'Cancel' buttons, both highlighted with red boxes.

Incident Factors

- Click the **Incident Factors** tab to review a snapshot of the incident if one the following criteria occurred:
 - Youth was restrained
 - Youth was confined/secluded
 - Youth was injured
 - Staff was injured
- Note:** No data is entered on this screen.



The screenshot shows a software interface with four tabs: "Incident Information", "Child/Youth Involved", "Resource Member/Staff Involved", and "Incident Factors". The "Incident Factors" tab is selected and highlighted with a red rectangle. Below the tabs, there are four sections, each with a table for data entry:

- Child/Youth Restrained**: A table with two columns: "Name" and "Type".
- Child/Youth Placed in Confinement/Seclusion**: A table with three columns: "Name", "Date/Time In", and "Date/Time Out".
- Child Injured**: A table with one column: "Name".
- Staff Injured**: A table with one column: "Name".

At the bottom of the interface, there are three buttons: "Apply", "Save", and "Cancel".

Pending Incidents

- If you click the Save button at any time prior to submitting the incident, the **Pending Incident** screen will appear and display your incident at the bottom as a **Pending Incident**.
- To reopen and submit the incident, click the **select** link.
- To delete the incident, click the **delete** link.
- **Note:** Incidents are not considered completed until they have been submitted.

Pending

Search

+ Add Incident

Pending Incidents (2)

	Incident#	Child/Youth Name	Incident Date	Region	County	Incident Type	Action
select	381144	Grafton, Jake	07/01/2015	Davidson Region	Davidson	Medication Error	delete
select	381144	Grafton, Jane	07/01/2015	Davidson Region	Davidson	Runaway/Escape	delete

10 items per page

1 - 2 of 2 items

Submitting an Incident

- To submit the incident click the **Submit** button while on the **Incident Information** tab.

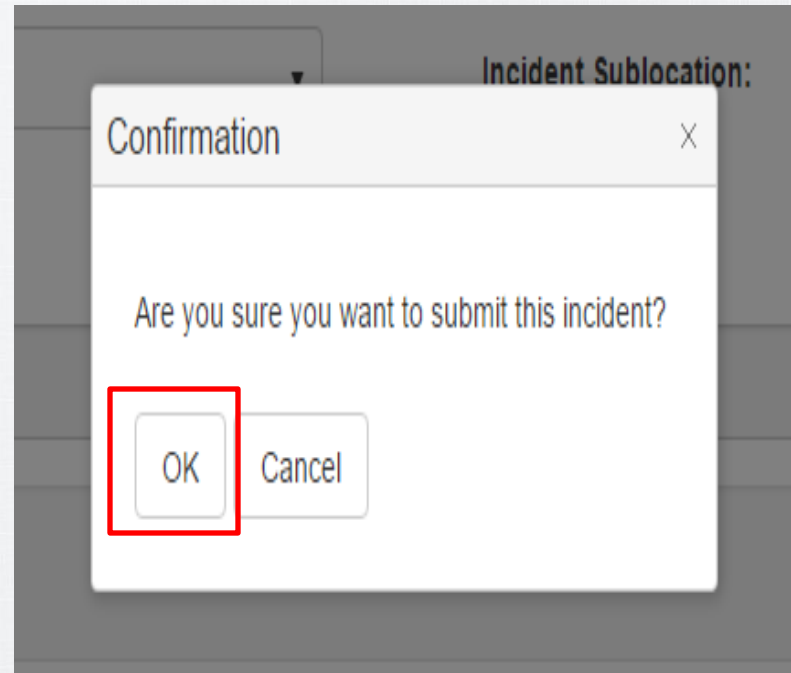
The screenshot displays the 'Incident Information' tab of a web application. The form includes the following sections and fields:

- Incident Information:** Incident #: 381144, Incident Status: Pending, Incident Date: 07/01/2015, Incident Time: 07:15 PM CT.
- Incident Description:** A text area with placeholder text: 'Incident Description is entered here. If multiple youth are involved, you can use initials, or refer to them as Student 1, etc.'
- Contact Person Information:** Contact Person Name: 'Contact Person First and Last Name goes here', Contact Person Phone #: '(615)111-1111', Extension: '111'.
- CPS Referral:** Was CPS Referral Made: 'No', CPS Referral #: (empty), Date of Referral: (empty), Time of Referral: (empty).
- Resource Information:** Placement Service Type: (empty), Resource: 'Foster, Jane' (with a 'Link Resource' button), Incident Location: (empty), Incident Sublocation: (empty), Offsite Incident: 'No', Offsite Location: (empty).
- Addendum Exists:** 'No'.
- Submit Button:** A button labeled 'Submit' is highlighted with a red rectangular box.
- Footer:** 'Apply', 'Save', and 'Cancel' buttons.

Submitting an Incident

- A Confirmation message box will pop up.
- Are you sure you want to submit this incident?
- Click OK button to proceed.
- Click Cancel button to return to the pending incident.

Note: An error will appear if there are required fields that have not been completed when submitting.



Searching for a Submitted Incident

- A search for your incident will display incident details along with its current status.

Search Incidents

From Date: To Date:

Incident #: Facility/Resource:

Severity Level: Incident Type:

Region: County:

Status:

Child/Youth Last Name: OR Child Id:

First Name:

Resource Member/Staff Last Name: OR Member Id:

First Name:

Search Results

Incident #	Incident Date	Child/Youth Name	Incident Type	Severity Level	Region	County	Resource Member/Staff	Resource	Status	Action
No items to display										

10 items per page

Incident Status

- If no response regarding the incident is needed or a responder has completed their review, the status will be marked as **Closed**.
- When incidents require a review by an incident responder the status will be marked as **Submitted**.
- A status of **Pending** means that the incident has yet to be submitted.

OR

Name:

First Name:

Search Results

	Incident #	Incident Date	Child/Youth Name	Incident Type	Severity Level	Region	County	Resource Member/Staff	Resource	Status	Action
select report	381144	07/01/2015	Grafton, Jake	Medication Error	Level 1	Davidson Region	Davidson	Foster, Jane	Foster, Jane	Pending	delete Addendum (0)
select report	381144	07/01/2015	Grafton, Jane	Runaway/Escape	Level 2	Davidson Region	Davidson	Foster, Jane	Foster, Jane	Pending	delete Addendum (0)

10 items per page

1 - 2 of 2 items

A+ Tip – The search result columns are sortable!

Adding and Addendum

- If an addendum needs to be added to an incident you can add it in one of two ways.
- Click the **Addendum** link next to the incident on the **Search Results** screen.

OR

Name:

First Name:

Search Results

	Incident #	Incident Date	Child/Youth Name	Incident Type	Severity Level	Region	County	Resource Member/Staff	Resource	Status	Action
select report	381144	07/01/2015	Grafton, Jake	Medication Error	Level 1	Davidson Region	Davidson	Foster, Jane	Foster, Jane	Pending	delete Addendum (0)
select report	381144	07/01/2015	Grafton, Jane	Runaway/Escapes	Level 2	Davidson Region	Davidson	Foster, Jane	Foster, Jane	Pending	delete Addendum (0)

10 items per page

1 - 2 of 2 items

Adding and Addendum

- You can also click the select link to open the incident and click the Addendum button.

Search Results

	Incident #	Incident Date	Child/Youth Name	Incident Type	Severity Level	Region	County	Resource Member/Staff	Resource	Status	Action
select report	381144	07/01/2015	Grafton, Jake	Medication Error	Level 1	Davidson Region	Davidson	Foster, Jane	Foster, Jane	Pending	delete Addendum (0)
select report	381144	07/01/2015	Grafton, Jane	Runaway/Escape	Level 2	Davidson Region	Davidson	Foster, Jane	Foster, Jane	Pending	delete Addendum (0)

10 items per page 1 - 2 of 2 items

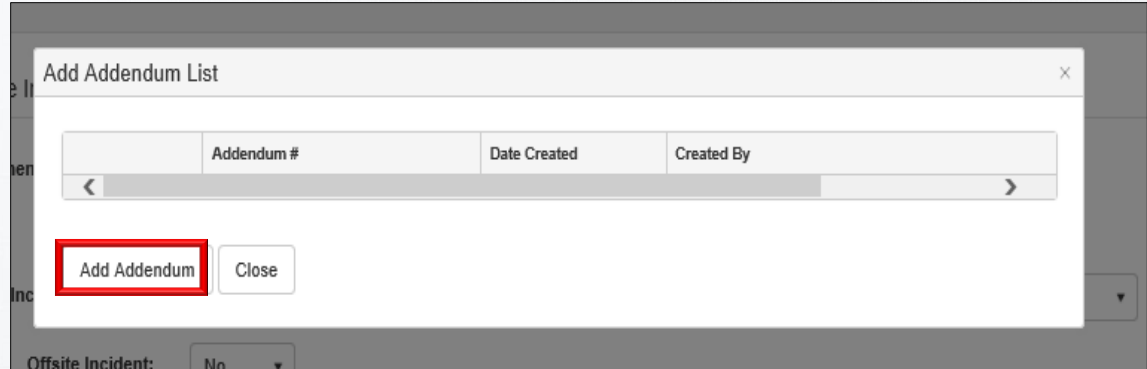
Offsite Incident: No

Offsite Location:

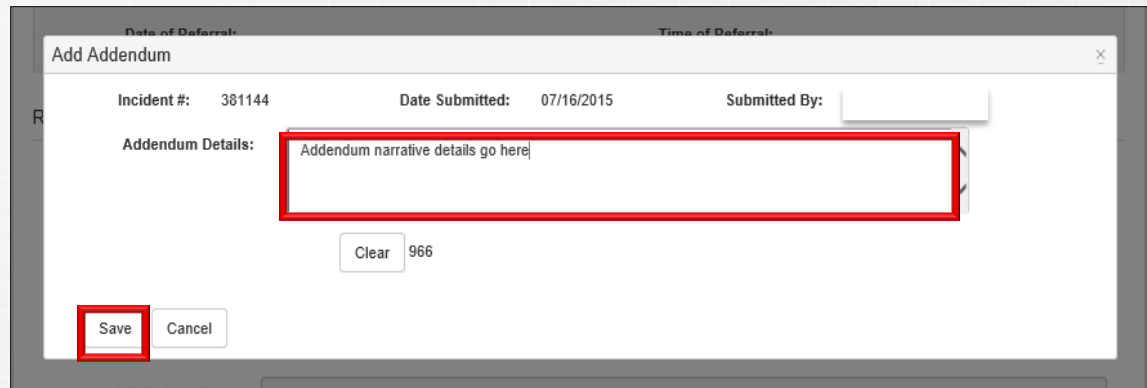
Addendum Exists: No [Addendum](#)

Adding an Addendum

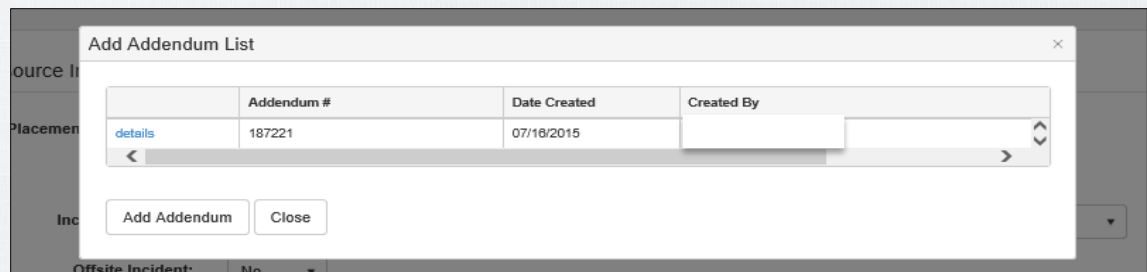
- Click the **Add Addendum** button.
- Add additional narrative in the **Addendum Details** text box (character limit is 1,000).
- Click **Save**.



The screenshot shows a dialog box titled "Add Addendum List". It contains a table with the following columns: "Addendum #", "Date Created", and "Created By". Below the table, there are two buttons: "Add Addendum" and "Close". The "Add Addendum" button is highlighted with a red rectangle.



The screenshot shows a dialog box titled "Add Addendum". It contains the following information: "Incident #: 381144", "Date Submitted: 07/16/2015", and "Submitted By: [redacted]". Below this, there is a text box labeled "Addendum Details:" with the placeholder text "Addendum narrative details go here". The text box is highlighted with a red rectangle. Below the text box, there is a "Clear" button and the character count "966". At the bottom, there are "Save" and "Cancel" buttons. The "Save" button is highlighted with a red rectangle.



The screenshot shows the "Add Addendum List" dialog box after the addendum has been added. The table now contains one row with the following data: "details" (in blue), "187221", "07/16/2015", and a redacted "Created By" field. Below the table, there are "Add Addendum" and "Close" buttons. The "Add Addendum" button is highlighted with a red rectangle.

Adding an Addendum

- The **Addendum** link next to the incident reflects the number of addendums that have been added to the incident.

Search Results

	Incident #	Incident Date	Child/Youth Name	Incident Type	Severity Level	Region	County	Resource Member/Staff	Resource	Status	Action
select report	381144	07/01/2015	Grafton, Jake	Medication Error	Level 1	Davidson Region	Davidson	Foster, Jane	Foster, Jane	Submitted	delete Addendum (1)
select report	381144	07/01/2015	Grafton, Jane	Runaway/Escape	Level 2	Davidson Region	Davidson	Foster, Jane	Foster, Jane	Submitted	delete Addendum (1)

[«](#)[1](#)[»](#)[»](#)

10 items per page

1 - 2 of 2 items

Generating Reports

- When generating a report, first you must search for the IR from the **Search** tab.
- Click the **Report** link is located to the left under the **Select** link.
- Click the **Report** link for the youth/student in focus. The report will only be generated for the youth selected.

Search Results

	Incident #	Incident Date	Child/Youth Name	Incident Type	Severity Level	Region	County	Resource Member/Staff	Resource	Status	Action
select report	381144	07/01/2015	Grafton, Jake	Medication Error	Level 1	Davidson Region	Davidson	Foster, Jane	Foster, Jane	Submitted	delete Addendum (1)
select report	381144	07/01/2015	Grafton, Jane	Runaway/Escape	Level 2	Davidson Region	Davidson	Foster, Jane	Foster, Jane	Submitted	delete Addendum (1)

« « 1 » »

10

 items per page

1 - 2 of 2 items

Generating Reports

- If any reports have been generated, a list will appear, as well as the status of the IR at the time the report was generated.
- Generate a report by clicking the **Generate Report** button.
- Note that you will only be able to generate a report once when the IR is in a “closed” status. It will need to be selected from the list from that point forward.

Generated Reports
will be listed here

Available Reports

Name: Grafton, Jake		Child Id: 99999999	
Document ID	Date	Document Name	Status
5 items per page		No items to display	

Generate Report Cancel

Generating Reports

- At this point, you have the option to:
 - By selecting the options in the gray box:
 - Print
 - Save to your computer
 - Scroll and Read
 - By clicking the blue **Save** button:
 - The report will be saved to the document list.


Available Reports


Name: Grafton, Jake Child Id: 99999999

Document ID	Date	Document Name	Status
No items to display			

5 items per page

Incident Report





Generating Reports

- Remember, for a “closed” incident, once the report is generated, it must be selected from the list.
- Reports can be generated by clicking the blue **document ID**.
- To return to the search screen, click the blue **Cancel** button.

Success

- Document has been saved.

Available Reports

Name: Grafton, JakeChild Id: 99999999

Document ID	Date	Document Name	Status
3043834	08/28/2015 09:22:02 AM	Incident report CS-0486	Closed

1

5 items per page

1 - 1 of 1 items

Cancel

Generating Reports

- Once a report has been generated for an IR in a “closed” status, and the report has been saved in the IR system. The report can also be retrieved from the youth’s family case in TFACTS.

The screenshot displays the TFACTS Case Overview page for Case ID 99999999. The page is organized into several sections:

- Case Header:** Case ID: 99999999, Case Name: Grafton, July, Case Status: Open, Organization: South Central Region.
- Case Overview:** Includes links for Case Actions, Case Conference Notes, Family Notices, Checklist, Assessments, Document, Investigations Linked, Immediate Protection Agreement, Child Case Assistance Program Referral, CFM, Strengths and Concerns, Permanency Goals, Visitation Plan, Permanency Plan, Case Services, Court, Removal Records, Placement Referral, Placement, Individual Program Plan, Classification, PreDisposition Report, Delinquency Information, Special Caution Alert, Non-Custody, **Incident Reports** (highlighted with a red box), Program Eligibility and Service Referral, Relative Caregiver, Transitional Survey, Adoption, and Case Closure.
- Case Actions:** View Case Information, View Case Status History, Linked/Associated Cases, Genogram/Ecomap, Case Summary.
- Hazards:** No current Hazards have been identified.
- Assignment Information:** Table showing assignments for Grafton, Jake and Grafton, Jane.
- Case Alerts:** Alert Message section with a search bar and a 'Close' button.

Organization	Employee Name	Assignment Role	Child/Youth Name
South Central Region	Case Manager Team Leader	SS Custody Worker	Grafton, Jake
South Central Region	Case Manager Team Leader	SS Custody Worker	Grafton, Jane

Generating Reports

- From this screen, you can search for IR reports using the following drop down fields.
 - From Incident Date:
 - Child/Youth Involved:
 - To Incident Date:
 - Enter **search criteria**
 - Click **Search** button
- Remember, the IR must be in a “closed” status and have been generated and saved in the IR system.

The screenshot shows a web application interface for searching incident reports. On the left is a vertical navigation menu with links: [Formal Notice](#), [Checklist](#), [Assessments](#), [Document](#), [Investigations Linked](#), [Immediate Protection Agreement](#), [Child Care Assistance](#), [Program Referral](#), [CFM](#), [Strengths and Concerns](#), [Permanency Goals](#), [Visitation Plan](#), [Permanency Plan](#), [Case Services](#), [Court](#), [Removal Records](#), [Placement Referral](#), [Placement](#), [Individual Program Plan](#), [Classification](#), [PreDisposition Report](#), [Delinquency Information](#), [Special Caution Alert](#), [Non-Custody](#), and [Incident Reports](#) (which is highlighted with a blue arrow). The main content area is titled "Incident Reports Search Criteria" and contains two date input fields: "From Incident Date:" with the value "04/01/2016" and "To Incident Date:" with the value "04/01/2016". Below these is a dropdown menu for "Child/Youth Involved:" set to "Last, First". A red rectangle highlights the "Search" button, with a "Clear Form" button next to it. Below the search criteria is the "Incident Reports List" section, which has a table header with columns: "Inciden...", "Child/Youth Inv...", "Incident ...", "Organization", "Resource", and "Incident Type(s)". Below the header is a pagination bar showing "0" items, "10" items per page, and the text "No items to display". A "Display Report" button is located at the bottom of the list section.

Generating Reports

- All reports that exist for the youth will be listed in the *Incident Reports List*.
- Select a report to be generated, and click the **Display Report** button.
- If a report is selected that a report has not been generated, you will get an error message.

The screenshot displays the 'Case' tab in a software interface. The left sidebar contains a menu with links: Case Overview, Case Recording, Case Conference Notes, Forms/Notices, Checklist, Assessments, Document, Investigations Linked, Immediate Protection Agreement, Child Care Assistance Program Referral, CFM, Strengths and Concerns, Permanency Goals, Visitation Plan, Permanency Plan, and Case Services. The main content area shows the 'Overview' sub-tab. At the top, the 'Case Header' displays Case ID: 99999999, Case Name: Grafton, July, Case Status: Open, and Organization: South Central Region. Below this, the 'Incident Reports Search Criteria' section includes filters for 'From Incident Date' (07/15/2015), 'To Incident Date' (08/28/2015), and 'Child/Youth Involved' (Grafton, Jake). A 'Search' button is highlighted with a red box. Below the search criteria is the 'Incident Reports List' table, also highlighted with a red box. The table has columns for Incident #, Child/Youth Involved, Incident Date, Organization, Resource, and Incident Type(s). It lists four incidents, all involving Grafton, Jake, at DCS Group Home, with incident types including Physical Restraint and Emergency Medical Treatment. A 'Display Report' button is highlighted with a red box at the bottom of the table. The table footer shows '10 items per page' and '1 - 4 of 4 items'.

Incident #	Child/Youth Involved	Incident Date	Organization	Resource	Incident Type(s)
389105	Grafton, Jake	07/25/2015	DCS	Group Home	Physical Restraint
388300	Grafton, Jake	07/24/2015	DCS	Group Home	Physical Restraint
385386	Grafton, Jake	07/21/2015	DCS	Group Home	Emergency Medical Treatment; Physical Restraint
383747	Grafton, Jake	07/18/2015	DCS	Group Home	Physical Restraint

Please correct the following data validation errors:

- An Incident Report has not been generated.

Questions or Issues

Do you have questions or issues with Incident Reporting in TFACTS?

Contact: DCS.QualityControl@tn.gov

References

- Grand Region TFACTS Trainers
- Regional FCCR's
- Customer Care
- DCS Office of Continuous Quality Improvement

References

- Policy 1.4
- Protocol – Steps in Reporting Incidents for DCS Resource Homes
- Terms and Definitions of Incidents – Supplemental to DCS Policy: 1.4
- Forms:
 - CS-0496, Incident Report
 - CS-0311, Facility Incident Report
 - CS-0890, Incident Debriefing



THANK YOU